

02252004/10/98

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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Revised

**TITLE: PUBLIC SAFETY COMMUNICATIONS MANAGER**

**DEFINITION**

Under direction, to plan, organize, coordinate, and direct the activities of the Safety Services Dispatch Center and 9-1-1 emergency telephone system; and to do related work as required.

**REPORTS TO:****SUPERVISION RECEIVED AND EXERCISED**

Receives direction from a Police Captain. Exercises general supervision over Public Safety Communications Supervisors.

**EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

Assist in the development and implementation of goals, objectives, policies, procedures, and priorities.

- Develop and supervise development of dispatcher training programs and conduct in-service training programs as required.
- Evaluate existing procedures and internal policies and recommend new and revised procedures and policies for effective dispatch center operation.
- Determine staffing requirements and develop work schedules, shift and work assignments.
- Review shift activity reports, monitoring equipment operation, and reporting and expediting equipment maintenance and repair requirements.
- Assist in budget preparation and administration, developing system cost and justification information as requested.
- Supervise maintenance of Federal Communications Commission technical equipment, operating, maintenance, and service records.
- Select, supervise, train, and evaluate subordinate personnel.

**QUALIFICATIONS****Knowledge of:**

- Federal Communications Commission procedures, rules and regulations governing communications systems operations.
- Proper operation, uses and limitations, and maintenance and service requirements of computer assisted communications equipment.
- Principles of supervision, training, and performance evaluation.
- Modern office methods, equipment, and procedures.

**Ability to:**

- Coordinate and supervise the work of a public safety dispatch center.
- Operate computer assisted communications equipment.
- Work under pressure and exercise good judgment in emergency conditions.
- Communicate clearly and concisely, orally and in writing.
- Supervise, train, and evaluate staff.

**Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to an Associate of Arts degree with major course work in administration, criminal justice, or a related field. Two additional years of qualifying experience may be substituted for the Associate of Arts degree.

Experience: At least five years of experience in centralized public safety dispatching operations, including at least two years in a supervisory capacity.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENT**

Must be able to pass an intensive police background investigation.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Public Safety Communications Manager

**TO:** Administrative Services Manager